

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark Geib, PE

Michigan Department of Transportation

1050 6th Street

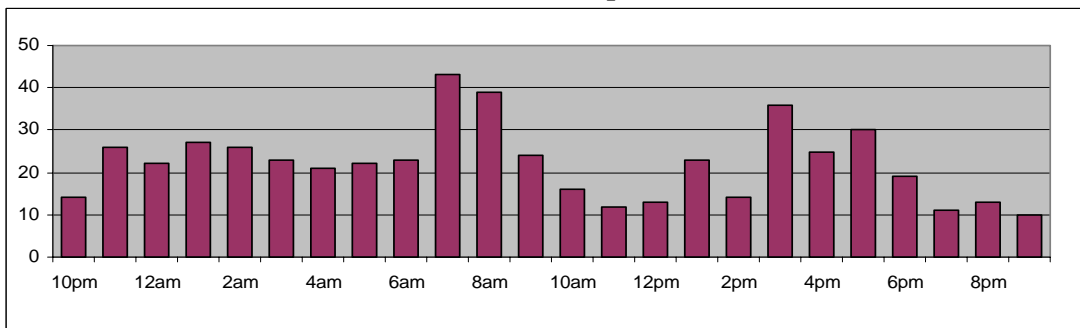
Detroit, MI 48226

GeibM@michigan.gov

March 2008

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	Mar 2008	Feb 2008	Mar 2007
Freeway Closures	22	28	20
Lane Closures	30	37	34
Ramp Closures	5	11	7

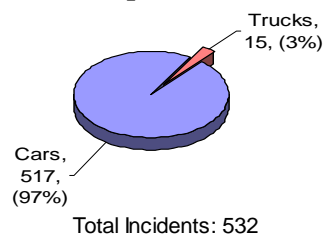
Total Incidents by Roadway

Freeway	Mar 2008	Feb 2008	Mar 2007
I-75	127	156	108
I-94	122	131	99
I-696 (Reuther)	88	97	77
I-96	62	78	70
M-10 (Lodge)	39	48	51
M-39 (Southfield)	48	51	45
I-275	45	37	44
I-375	1	1	0
TOTAL	532	599	494

Calls by Type

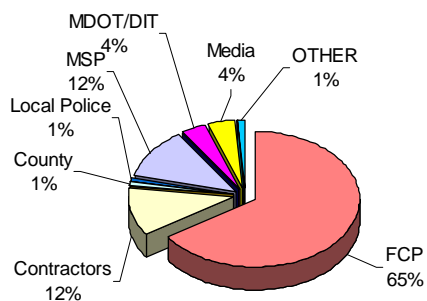
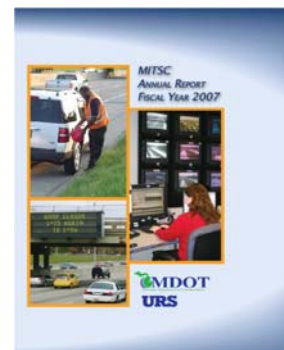
Agency	No. of Calls	INCOMING	OUTGOING
FCP	2885	2868	17
Contractors	509	237	272
City	0	0	0
County	52	35	17
Federal	0	0	0
Fire	0	0	0
Local Police	28	21	7
MSP	529	506	23
Border	2	0	2
MDOT/DIT	173	72	101
Media	178	169	9
Special Events	3	3	0
Transit	4	0	4
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	47	39	8
Total	4410	3950	460

Vehicle Composition of Incidents



MITC Center News

MITC FY 2007 Annual report was finalized and distributed to area stakeholders. For the first time the annual report was also targeted to a public audience. The report is available at this Michigan web site by going to www.michigan.gov/its. The report is a copulation of all data gathered, analyzed and used at the MITC Center for fiscal year 2007.



Total Calls: 4410

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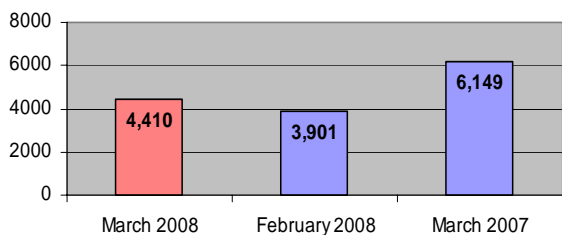
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CONTROL ROOM DISPATCH ACTIVITY

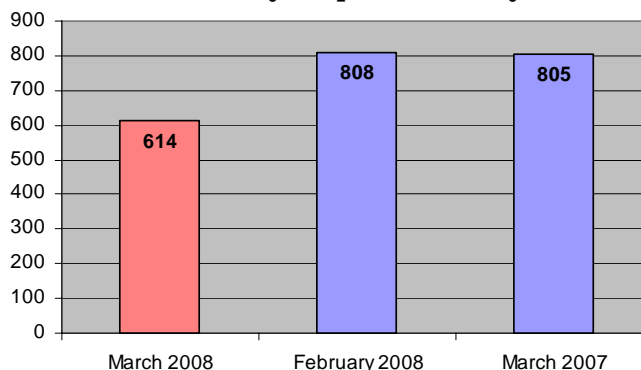
- Of the 4,309 assists that the Freeway Courtesy Patrol (FCP) provided during the month of March, 614 assists (14%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

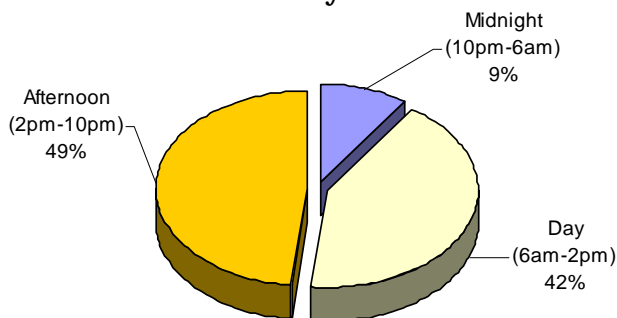


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

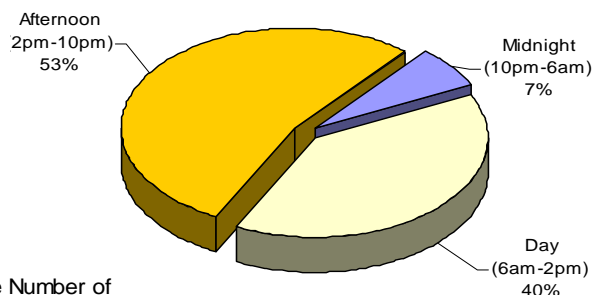


Calls by Weekday Shift



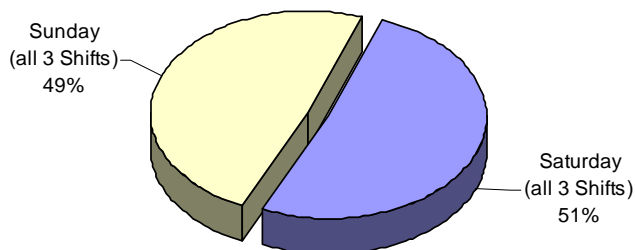
Average Number of Calls per Weekday: 172

Freeway Courtesy Patrol Dispatches by Weekday Shift



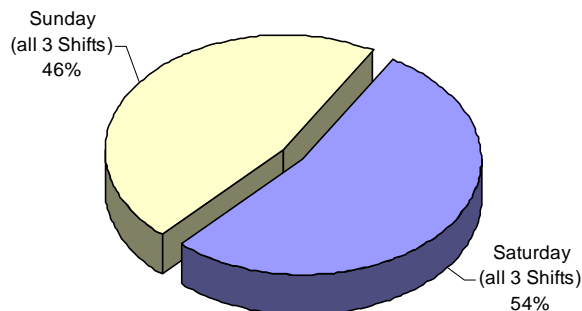
Average Number of Dispatches per Weekday: 22

Calls by Weekend Day



Average Number of Calls per Weekend: 158

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 31

Note: Additional FCP information may be found beginning on page 4.

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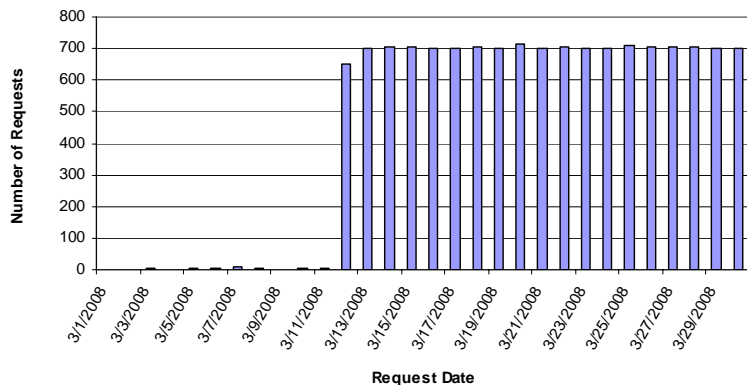
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/drive, click on "Construction & Traffic", and then "Detroit Traffic")

Website Activity

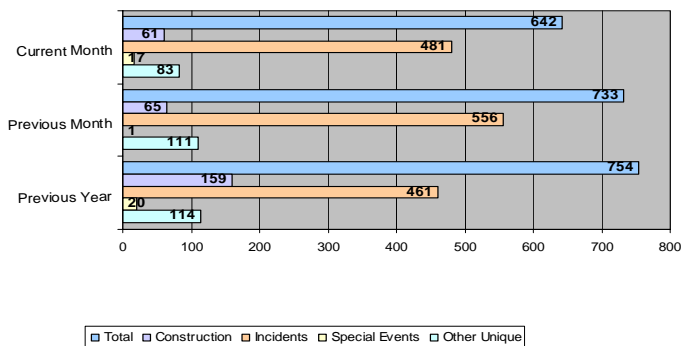
*Web site hits down due to use of Drive site.



Top 5 DMS with Unique Messages

- I-696 WB at Ryan
- I-696 EB at Manistee
- I-75 NB at Woodward Hghts.
- I-94 EB at Central
- I-96 EB at Beck

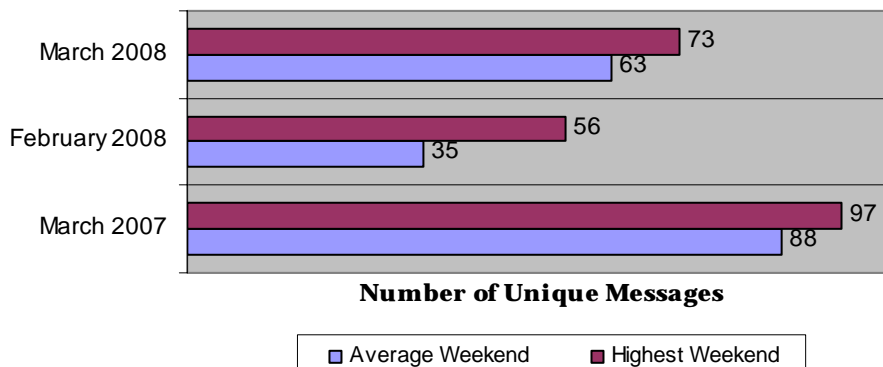
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Mar 2008	Feb 2008	Mar 2007
All Incident Messages	100.0%	100.0%	98.8%
High Impact DMS Messages	Mar 2008	Feb 2008	Mar 2007
All High Impact Messages	96.5%	96.1%	91.8%
Freeway Closure Messages	95.5%	100.0%	95.0%
Lane Closure Messages	96.7%	94.6%	88.2%
Ramp Closure Messages	100.0%	90.9%	100.0%
Other Communication	Mar 2008	Feb 2008	Mar 2007
Advisory Text-Messages	100.0%	98.7%	96.7%
Website Incident Postings	91.2%	100.0%	91.8%

Weekend Construction DMS Message Activity



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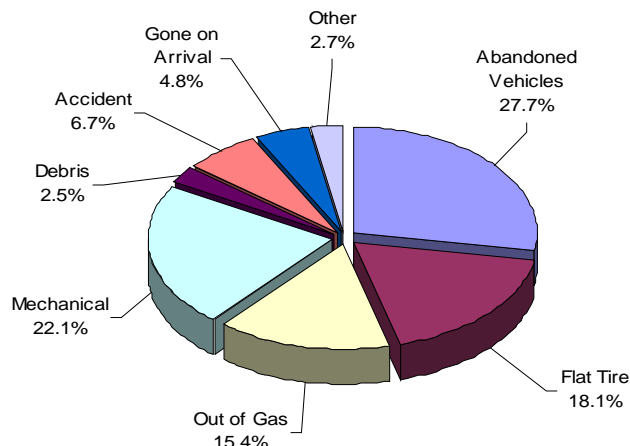
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

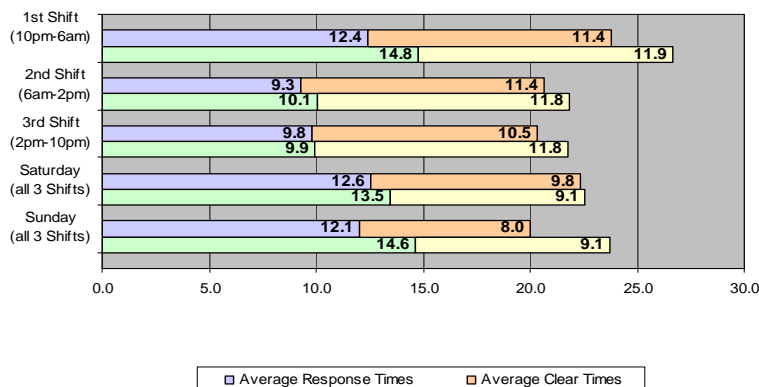
"Traveling South on I-75 South of Warren Rd in Detroit I was involved in an automobile accident. The accident occurred around 9:45 pm. A tremendous amount of kudos' and thanks to the FCP driver who stopped and assisted us. His professionalism and customer relations was exemplary and extends a tremendous public image of MDOT and the freeway patrol. Thank you again and please give the driver the appropriate thanks he deserves."

Assist Type

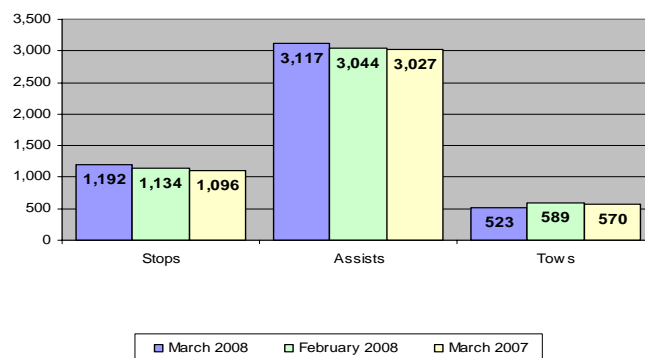


Total Number of Incidents: 4309

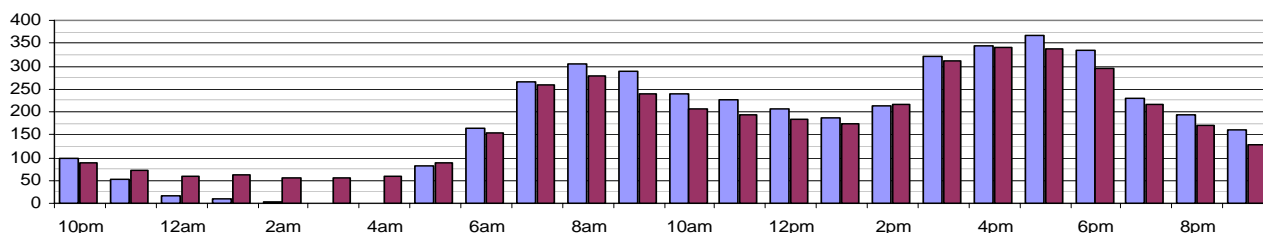
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



*FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 AM to 5 AM.

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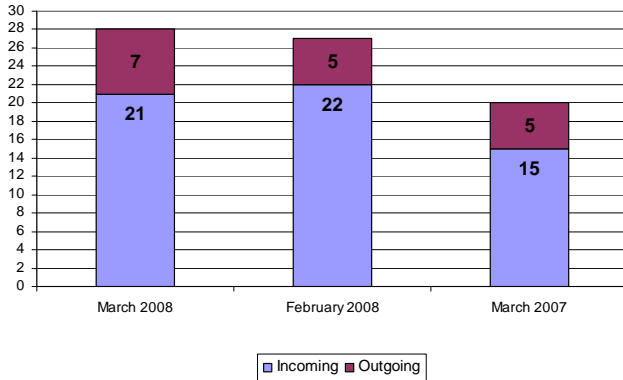
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MDOT
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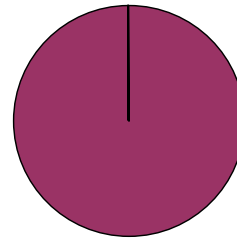
March 2008

TRAFFIC INCIDENT MANAGEMENT

Local Police Department Calls



Video Users

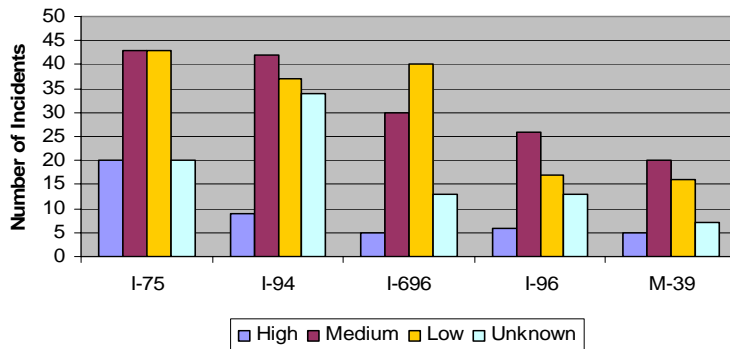


100%

*Drop in VU numbers
due to use of drive
public site

- Police departments
- Transportation operators
- Emergency management
- Fire departments
- Planned special events venues
- Internal support

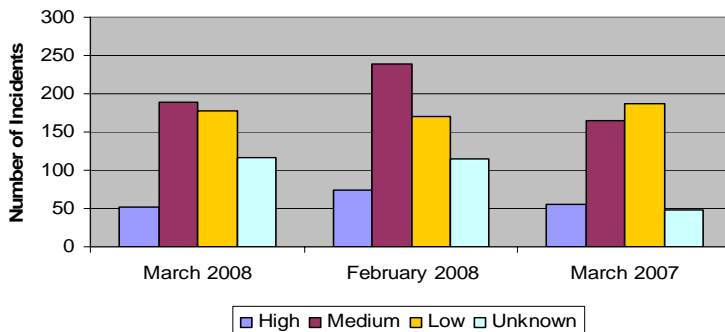
Severity/Duration by Top Five Freeways



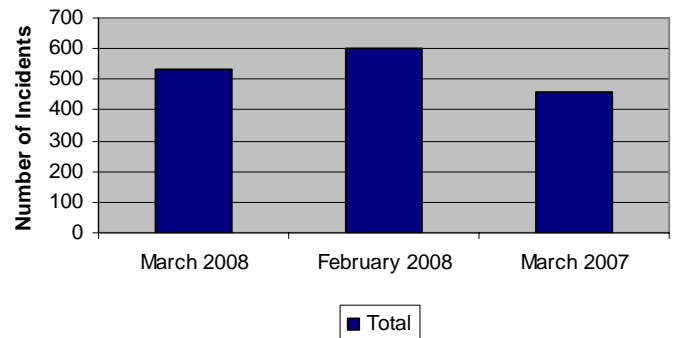
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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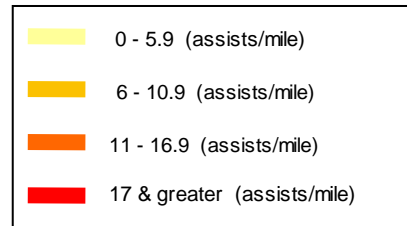


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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		March 2008	Fiscal YTD Avg.	March 2008	Fiscal YTD Avg.	March 2008	Fiscal YTD Avg.	March 2008	Fiscal YTD Avg.
I-75	87.6	927	1003	10.6	11.4	11.3	11.3	10.9	12.1
Oak Co. Line to I-696	37.0	402	398	10.9	10.7	12.7	14.2	10.7	11.9
I-696 to I-94	8.0	271	266	33.9	33.3	9.5	9.8	12.4	13.5
I-94 to I-96	5.6	60	94	10.7	16.8	11.4	9.1	12.5	13.5
I-96 to I-275	37.0	194	245	5.2	6.6	13.4	11.9	8.7	10.5
I-94	60.7	1113	1008	18.3	16.6	10.3	11.0	10.3	10.5
Wash. Co line to M-39	20.7	367	340	17.7	16.4	10.6	11.8	12.4	11.1
M-39 to I-75	9.0	326	287	36.2	31.9	11.0	10.8	10.5	11.1
I-75 to I-696	10.0	266	251	26.6	25.1	8.5	10.4	9.1	10.0
I-696 to St. Clair Co. Line	21.0	154	130	7.3	6.2	11.1	10.6	7.0	8.1
I-96	34.0	600	576	17.6	17.0	10.9	12.1	10.5	11.3
Liv. Co. Line to I-275/I-696	11.0	146	130	13.3	11.8	13.0	14.2	9.5	12.5
I-275/M-14 to M-39	12.0	176	178	14.7	14.8	11.4	13.3	10.8	11.5
M-39 to I-75	11.0	278	268	25.3	24.3	9.5	10.5	10.8	10.7
I-275	37.5	434	373	11.6	9.9	9.7	12.0	10.1	11.6
I-96/I-696 to M-14/I-96	8.0	130	122	16.3	15.3	8.5	11.1	10.5	11.8
M-14/I-96 to I-94	12.0	185	172	15.4	14.3	11.6	12.9	10.3	12.2
I-94 to I-75	17.5	119	79	6.8	4.5	7.4	11.4	9.1	9.8
I-375	1.2	12	13	10.0	10.4	22.0	7.9	12.3	10.1
I-696 (Reuther)	28.7	468	513	16.3	17.9	9.4	11.3	10.8	11.3
I-96/I-275 to M-10	9.3	141	146	15.2	15.7	10.7	12.7	7.8	9.7
M-10 to I-75	9.0	141	166	15.7	18.5	7.8	10.8	13.4	13.6
I-75 to I-94	10.4	186	200	17.9	19.2	10.0	10.7	11.0	10.4
M-5 (Grand River)	10.3	49	45	4.8	4.3	6.5	17.7	12.6	10.6
M-8 (Davison)	2.2	78	62	35.5	28.1	3.8	9.1	10.5	9.9
M-10 (Lodge)	17.9	331	337	18.5	18.8	9.0	10.4	10.6	11.7
M-14	6.4	46	52	7.2	8.1	11.3	11.8	8.8	12.8
M-39 (Southfield)	14.2	250	248	17.6	17.5	12.2	11.4	11.3	12.3
M-59 (Veterans)	11.6	1	4	0.1	0.3	-	25.0	4.0	4.8
Total	312.3	4,309	4,231						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Calls by Type	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type Breakdown	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.